

February 5, 2018

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Department of Consumer Affairs  
Public Service Commission  
Carolina Water Service and  
Town of Lexington  
P. O. Box 397  
Lexington, SC 29071

PSC SC  
CLERK'S OFFICE

*Actually more than the  
Price they were  
proposing*

Re:  
West Columbia, SC

I am one of the customers who has been "ripped off" for 30 + years by Carolina Water Service. At the beginning we went to Public Service Hearings regarding their rate increases – but to no avail. They were always got what they wanted at the expense of their customers. I know this is a politically motivated move to turn the sewer over to the City of Lexington. The latest proposal from Carolina Water which was coming before the PSC was to increase the sewer to \$65.00 per month. We were planning to oppose this once again so instead their newly hired DECH Commissioner decided to turn it over to the City of Lexington - and at the price they were proposing. How great that we, the public, have no recourse but to pay whatever is demanded – and why do we need to apply to the City of Lexington to provide us with this when we have no other option?

I have a niece who lives in Lexington County (not in the city). . Her sewer is provided by the City of Cayce at a cost of \$52 to \$60 every **TWO** months. Why do we not have that choice? In addition, her water is provided by the city of West Columbia at a cost of \$60 to \$70 every **TWO** months. It was my understanding from the Town Hall Meeting Carolina Water Service had that they made a 9% profit last year. I guess this is because of the exorbitant fees they charge us. In addition to their expense the quality of the water is so poor all your fixtures become discolored and drinking water has to be purchased.

I apologize for addressing several businesses in one letter but do not have the time to spend to write individually.

Yours truly,

*Jean Waugh*

Jean Waugh

*I guess there is no need  
to spend my time with the  
"Kangaroo" meeting at PSC in Mar.  
Carolina Water has once  
again "screwed" their  
customers.*



January 26, 2018

Jean N Waugh

Re: Sewer Service for

Dear Jean N Waugh:

Effective February 1, 2018, the Town of Lexington will be your sewer service provider. We would like to welcome you as a new customer and hope this letter will answer questions that you may have and further assist you with this transition.

Please note that Carolina Water Service/Utilities, Inc. will provide your sewer service and bill you accordingly through January 31, 2018. After this date, all sewer charges will be billed by and paid to the Town of Lexington.

To assist with the transition we have created a dedicated customer service line at **803-358-1581** and email at [I20Cusvc@lexsc.com](mailto:I20Cusvc@lexsc.com) for your transition related questions. Additionally, we have included herein our standard application for service. Please complete the application so that we have the most accurate information for your account. We have included a postage paid return envelope for your convenience. If you have received this letter and recently moved from this address, please contact our office at **803-358-1581** to let us know to take your name off the account.

Your monthly sewer flat rate with the Town of Lexington will be \$67.16. You will receive a bill by the 5<sup>th</sup> of each month (for service for the previous month) with a due date of the 24<sup>th</sup>. If not paid, a \$5 penalty is added. If the bill that was due on the 24<sup>th</sup> is not paid by the 15<sup>th</sup> of the following month, a \$30 late charge is added and service will be disconnected (refer to your monthly statement for additional information).

If you prefer to make your payments automatically and/or receive paperless electronic billing statements, please complete and return with your completed service application the enclosed bank draft, credit card and E-Bill application.

We offer several methods of payment with no service fees:

1. Website - Login into [www.lexsc.com](http://www.lexsc.com), set up an account and pay online.
2. Draft - Complete the enclosed bank draft application. We can draft a bank account or a credit card. Your account will not be drafted before the 20th of the month. Any changes must be given to the Town of Lexington in writing.
3. Payment by phone - Call 803-359-4164, choose option 3 and then option 1.
4. Mail - P.O. Box 397, Lexington, SC 29071.
5. Drop Box, Drive Thru or In Person - 111 Maiden Lane, Lexington, SC.

Our office is open Monday through Friday, 8:00 a.m. to 5:00 p.m. For billing questions you may call our Finance Department/Customer Service at 803-951-4630. For sewer service related questions, please contact our Utilities Department at 803-359-2434. As a reminder during this transition we have a dedicated line for your questions at **803-358-1581** and email at [I20Cusvc@lexsc.com](mailto:I20Cusvc@lexsc.com).

Again, we welcome you as our new sewer customer and look forward to serving you. Please feel free to contact us if you have any questions.

Sincerely,

Kathy S. Roberts  
Finance Director

Enclosures



January 30, 2018

Re: Transition of Sewer Service to Town of Lexington on February 1, 2018

Dear Carolina Water Service Customer:

As you may already know, on February 1, 2018, the Town of Lexington will take over service of all Carolina Water Service (CWS) sewer customers currently served by the I-20 Wastewater Treatment Facility.

As a CWS sewer customer, beginning February 1, 2018, you will be served by the Town of Lexington and your future sewer bills will come from them. Please note that the bill you receive from CWS in February will include prorated final sewer charges for service through January 31, 2018. If you are a CWS water customer, you will continue to be served by CWS for water. You will receive two separate bills — one from the Town for sewer and one from CWS for water.

We greatly appreciate the opportunity to provide sewer service to you through the years and have been working with the Town to make this service transition as smooth as possible. If you have any questions or concerns, please do not hesitate to call us at 1-800-367-4314. You may also contact the Town of Lexington if you have questions for them as your new sewer provider. They can be reached at 1-803-358-1581 or by email at [120Cusvc@lexsc.com](mailto:120Cusvc@lexsc.com).

Sincerely,

Bob Gilroy  
Vice President of Operations

cc: Town of Lexington

Carolina Water Service, Inc.

150 Foster Brothers Drive West Columbia, South Carolina 29172 P: 800-367-4314 F: 803-791-8643 [www.ulwater.com](http://www.ulwater.com)